THE BUSINESS LETTER LIBRARY'* LETTER INDEX

LETTER NAME

Acknowledging Payment with Refund Due Acknowledging Payment Received Acknowledging a Suggestion with Rejection Apologizing for a Delay in Shipping Apologizing for Error in Billing Changing Appointments
Confirming an Appointment Asking for a Business Appointment Making a Business Appointment for Another Confirming an Appointment Appointment Schedule Form (Weekly)
Declining an Adjustment or claim with Alternative Claiming a Routine Adjustment Claiming an Adjustment when Persuasion is Needed Approving a Claim or Adjustment Declining a Glaim or Adjustment

Declining an Adjustment or Claim with no Alternative

Confirming Oral Instructions Confirming Oral Discussions Confirming a Telephone Call
Confirming a Telegram
Collection - Cancelling Credit
Collection - Ultimatum to Note Co-Maker Collection - Legal Action Notice Collection - Late Payor Change of Due Date Collection - Payor Always One Month Late Collection - Persistent Late Taker of Discount Collection - One-Time Discount Violation Collection - Reminder of Payment Due Collection - Request for Past Due Payment
Collection - Request for a Seriously Past Due Payment Collection - Ultimatum Collection - Personalized Reminder Collection - Personalized Inquiry Collection - Personalized Appeal
Collection - Personalized Ultimatum Complaints - Unsatisfactory Service Complaints - Incomplete Shipment Complaints - Incorrect Billing Complaints - Unsatisfactory Employee
Complaints - Invoice For One Previously Paid Routine Request for Credit Replying to a Request for Credit (Approved)
Approving Credit with Sales Possibilities Declining a Commercial Credit Application
Rejecting a Consumer Credit Application Requesting Information About a Credit Application Reply to a Credit Information Request Employee Evaluation Memorandum Demanding Improved Employee Performance
Recording Employee Reprimand in Personnel File

Congratulating a Happy Employee on Retirement
Notifying Employees of the Retirement of a Colleague
Thanking Employees with an Additional Vacation Day
Asking for Employee Cooperation
Congratulating Employee on Years of Service
Congratulating a Reluctant Retiree
Terminating an Employee by Letter
Termination Confirmation
Job Application - No Position Available
Reference Message About Unsatisfactory Former Employee
Granting a Job Interview
Complimenting an Employee
Suggesting Improved Employee Performance
Accepting a Formal Invitation
Declining a Formal Invitation

Congratulating an Employee on a Suggestion

Invitation - Formal Invitation to Luncheon Invitation to Join a Professional Organization Replying to Invitations (Acceptance) Replying to Invitations (Refusal) Writing Invitations to Events Job Applications - Resume Instructions and Outline Job Applications - Follow-Up Reminder Job Applications - Request for Job Application Job Applications - Notifying Applicant of Interview Job Applications - Confirming an Interview Appointment Job Applications - Refusing to Provide Reference Job Applications - Requesting Information About Applicant Job Applications - Asking for More Information

Job Applications - Rejecting and Unqualified Applicant Job Applications - News Release on High-Level Appointment Job Applications - Rejecting Applicant Based on Test Scores Job Applications - Letter Requesting Position Change Job Applications - Resume for Position Change
Job Applications - Resume for New College Graduate Job Applications - Thanks After Rejection Job Applications - Letter by a New College Graduate Job Applications - Refusal of Offer Job Applications - Thanks for an Employment Reference Job Applications - Acceptance of Offer Announcing Training Program News Release Introducing a Business Associate or Friend Reporting an Itinerary Response to Letter Received Referral to Other Sources - Sales
Referral to Other Sources - Information Goodwill Letter to a Retiring Friend or an Acquaintance Change of Address Form Announcing Terminations Announcing New Staff Appointments Introducing New Policies or Procedures

Recommendations for Change Announcing a Meeting - Company Committee Reminder About Meeting Role Requesting Information About Meeting Facilities Meeting Agenda Announcing a Meeting - Non-Company Notice of a Stockholders' Meeting Meetings - Proxy Form
Acknowledging Order - Change Needed
Requesting Quantity Discounts
Replying to Inquiry - Offer More than Requested
Inquiring About Quantity Discounts Confirmation of Telephone Order Confirmation of Shipment Routine Order Order with Request for Credit Acknowledging Order Letters (Routine) Acknowledging Incomplete Order Acknowledging Order with Back Order Items
Accepting an Appointment (Civic) Accepting an Appointment (Business) Declining an Appointment Writing Recommendations for Job Applicants Requesting Information About Job Applicants Requesting Recommendations About Personal Qualities Writing Social Recommendations Writing a "To Whom it May Concern" Reference Commendation to Another Employer

(over)

LETTER NAME

Follow-Up Reminder - Enclosure Missing Follow-Up Reminder - General Reminder for Request not Acknowledged Requesting a Trial Offer Declining a Request with an Alternative Replying to a Request for Donations - Acceptance Replying to a Request for Donations - Refusal Requesting a Refund for Merchandise Returned Requesting an Introduction Requesting Change of Delivery Date Declining Request - Information not Available Requesting Information About Training Materials Request to Reproduce Copyrighted Material Requesting Permission to Quote General Request or Inquiry Request for Materials Request for Specific Information Requesting the Name of a Dealer Request for Additional Staff Cancelling Reservations - No Advance Payment Cancelling Reservations - Advance Payment Making Hotel Reservations Reports - Contents Page Reports - Summary or Synopsis

Reports - Title Page for Formal Report

Sales - Seeking Referral From Clients

Selling a Substitute Sales - Holiday Message - Thanksgiving Sales - Holiday Message - Christmas Sales - Holiday Message - July 4 Sales - Introducing a New Salesperson Sales - Announcing a Retiree and Replacement Sales - Promising Service Following Sales Sales - Thanks to a New Customer from Executive Sales - Thanks for an Order form an Old Customer Sales - Message Following-Up a "No Buy" Sales - Follow-Up When Price is an Objection Sales - Activating Old Accounts Sales - Follow-Up Counter Proposal Sales - Announcing a Free Program - Investments Sales - Message to New Residents Sales - Invitation to a Trade Show Booth Sales - Letter to Previous Contacts (Interview Requests) Sales - Thanks for Contract Renewal Sales - Praising a Salesperson from a Manager Sales - Invitation to Showroom Display Sales - Thanking Customer for a Referral Sales - Thanking Clients for a Referral Sales - Requesting Project Volunteers Sales - Seeking Referrals From Customers

Welcoming a New Dealer Selling the Services of a New Business Selling to Obtain Contributions Selling to Get an Order by Mail - Pride Appeal Selling an Intangible - Cold Canvass Following-Up Presentation with Afterthought Sales - Thanks for Allowing a Sales Presentation Accepting a Membership Invitation Sending Birthday Wishes Sending Condolence or Sympathy Congratulations on an Engagement Replying to Congratulations Congratulatory Letter Sympathy to an III Colleague Congratulating a Colleague on a Promotion Recommending Another Person for Membership Thank You for Birthday Wishes Requesting a Speaker - No Honorarium Acknowledging Speaker's Honorarium Accepting a Speaking Assignment Confirmation of Speaker Arrangement Transmitting Payment to an Excellent Speaker Requesting a Speaker - Honorarium Available Reminder Request for Survey Response Preparing Questionnaires Requesing a Response to a Survey

Thank You for a Special Kindness Thanking Good Customers on Special Days Thank You to a Customer for a Referral Orders - Thanks for Prompt Delivery Thanking a Customer with a Follow-Up Gift Thank You for Information Received Thank You to a Good Dealer Thank You for Courtesies Extended Thank You to Prompt Paying Customers Thank You Messages (For a Gift) Thank You Messages (Business) Thank You Messages (As a Guest) Transmitting Payment to Ordinary (Dissapointing) Speaker Transmitting Rough Drafts for Review Transmitting a Contract Transmitting Materials in Another Package Transmittal Letter Transmitting Final Payment on Account Transmitting Payment with Problem

Delta Point